Training Guide

Brought to you by Staff Council

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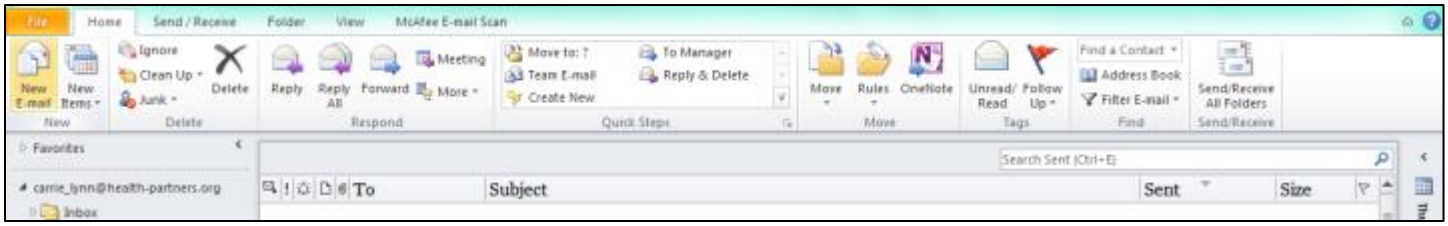
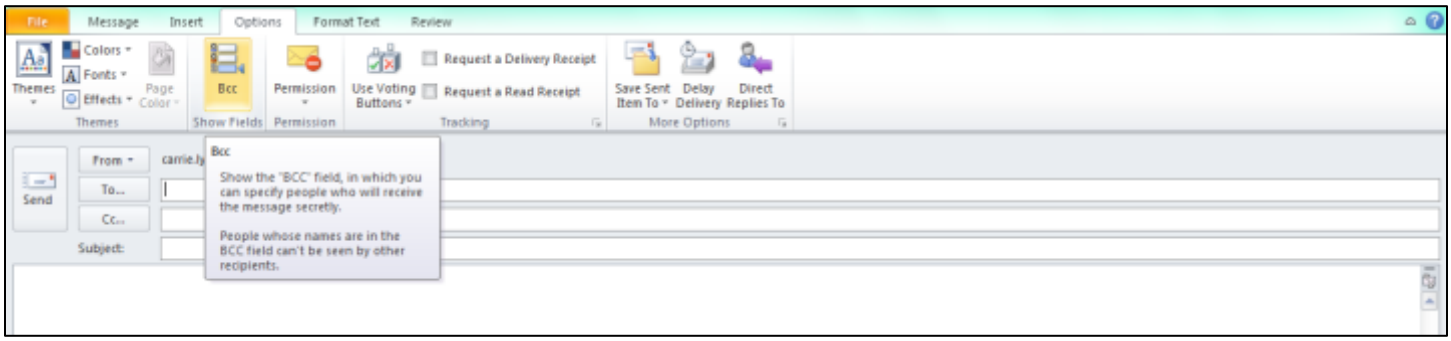
Email Basics

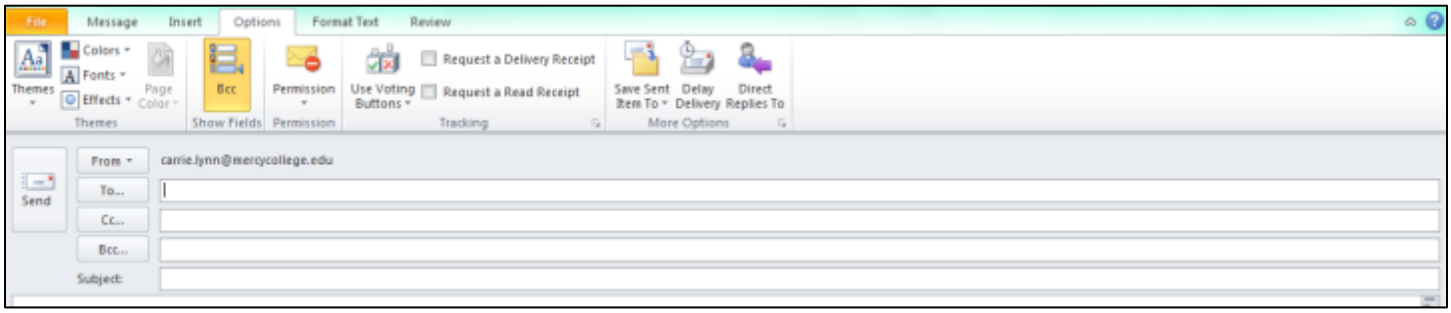
How to enable BCC (blind carbon copy):



Create a new e-mail

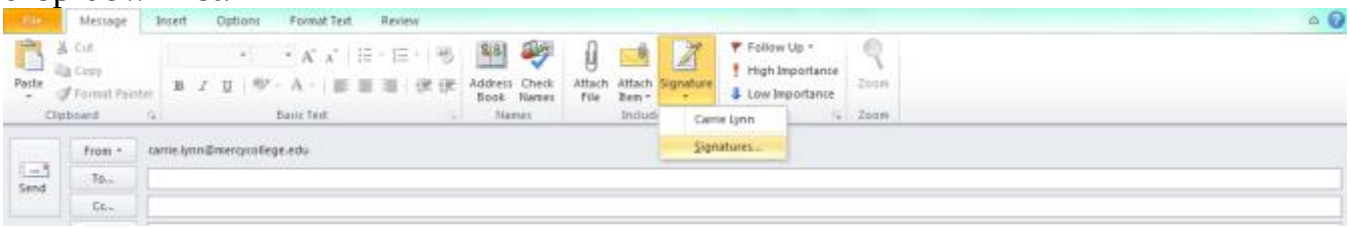


Choose the “Options” tab, and click the BCC button. The BCC section should automatically appear in the new e-mail.

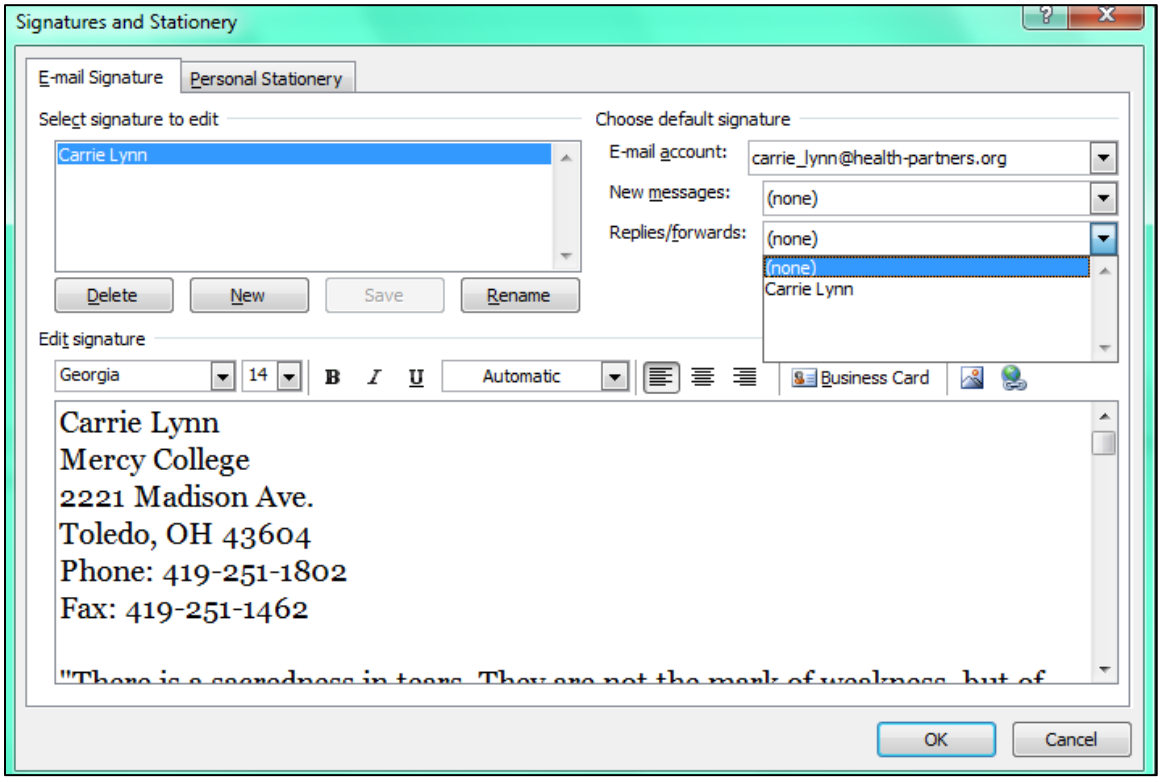


Creating a Signature for your e-mail:

Create a new e-mail and click the "Signature" button, choose the "signatures" option from the drop-down list.



In order to have a signature for both emails, you must make sure that the "New Messages" and "Replies Forward" options do not show *none*. Click the drop down box and choose your signature.

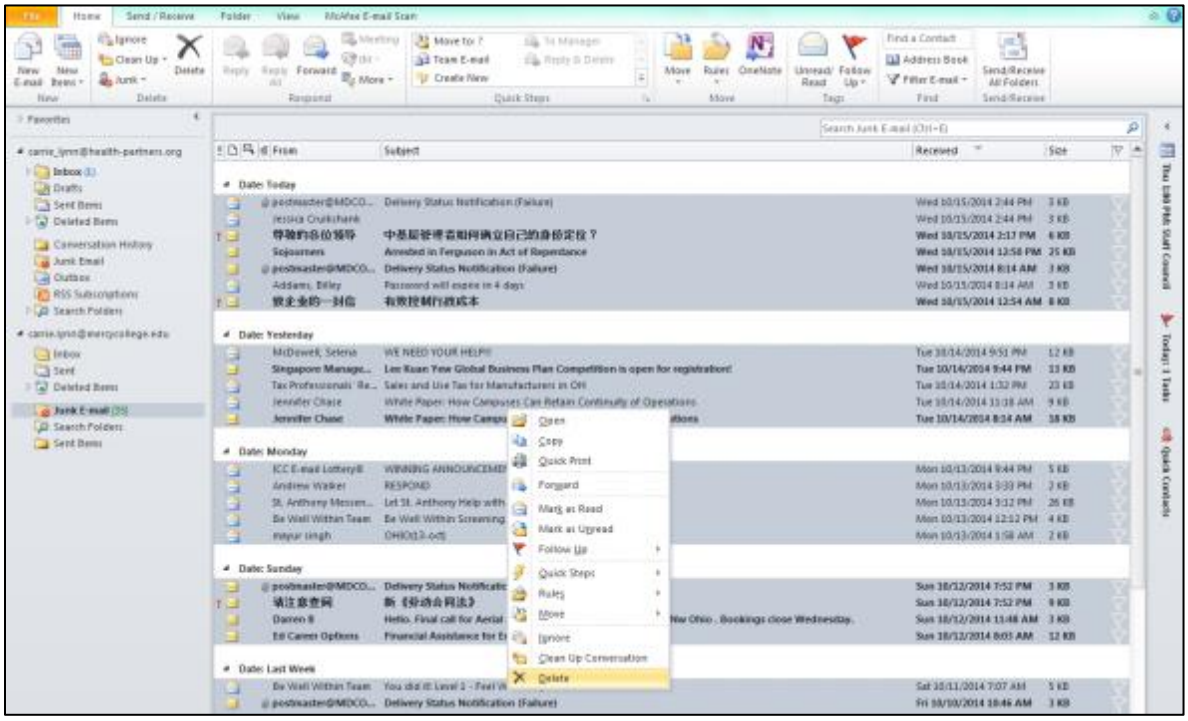


Changing Stationary Options:

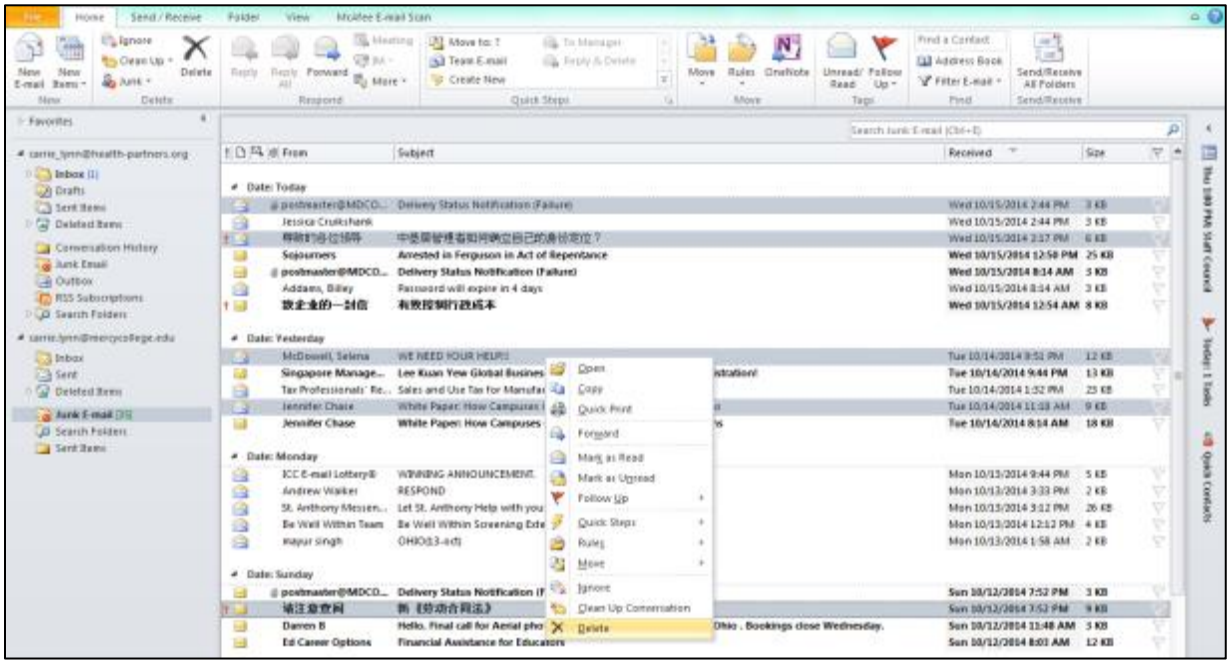
If you would like to change the stationary to a “themed stationary”, choose the “Personal Stationary” tab.

Deleting Emails:

Just a reminder: To delete emails all at once, highlight the first email and scroll to the bottom of the page. Hold down the shift key and click the last email, right click and choose delete.

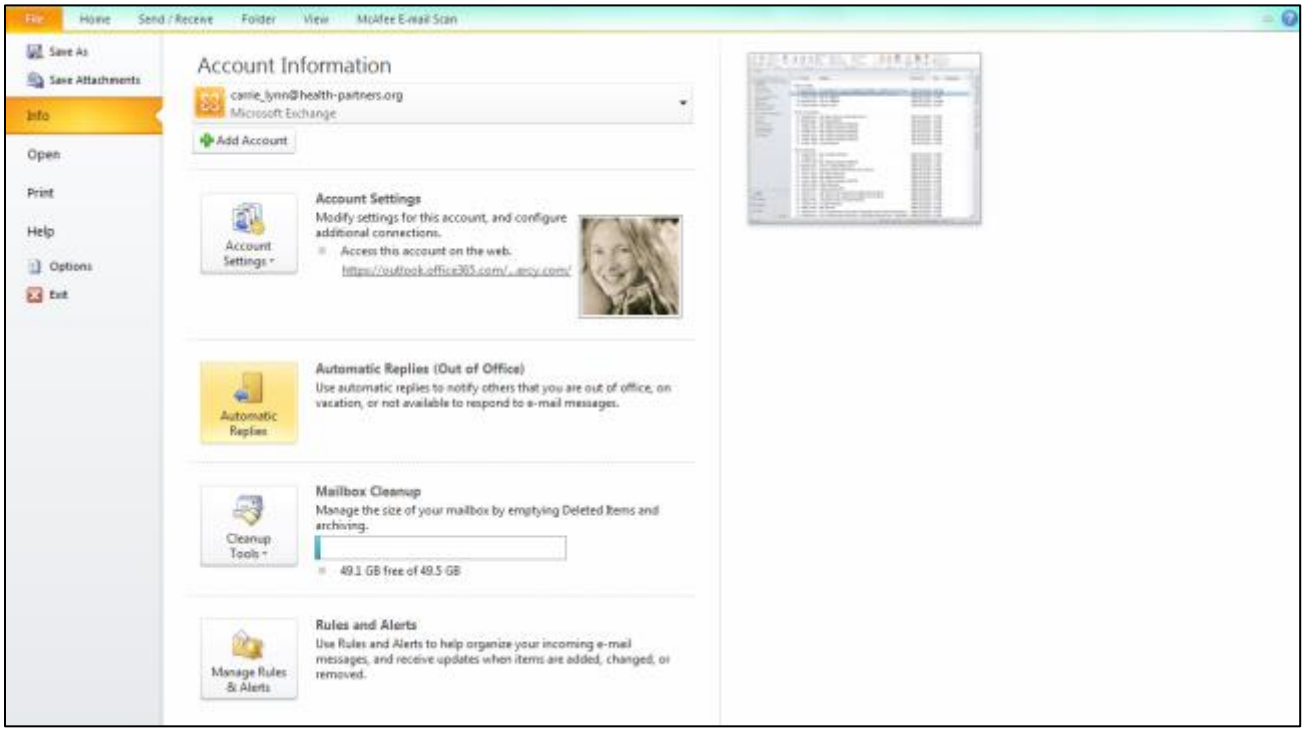


To delete emails at once, but not every email in the inbox, click the first email to highlight it. Hold down the CTRL key and click the next email, do this until the non-consecutive emails are all highlighted. Right click and choose the delete option.

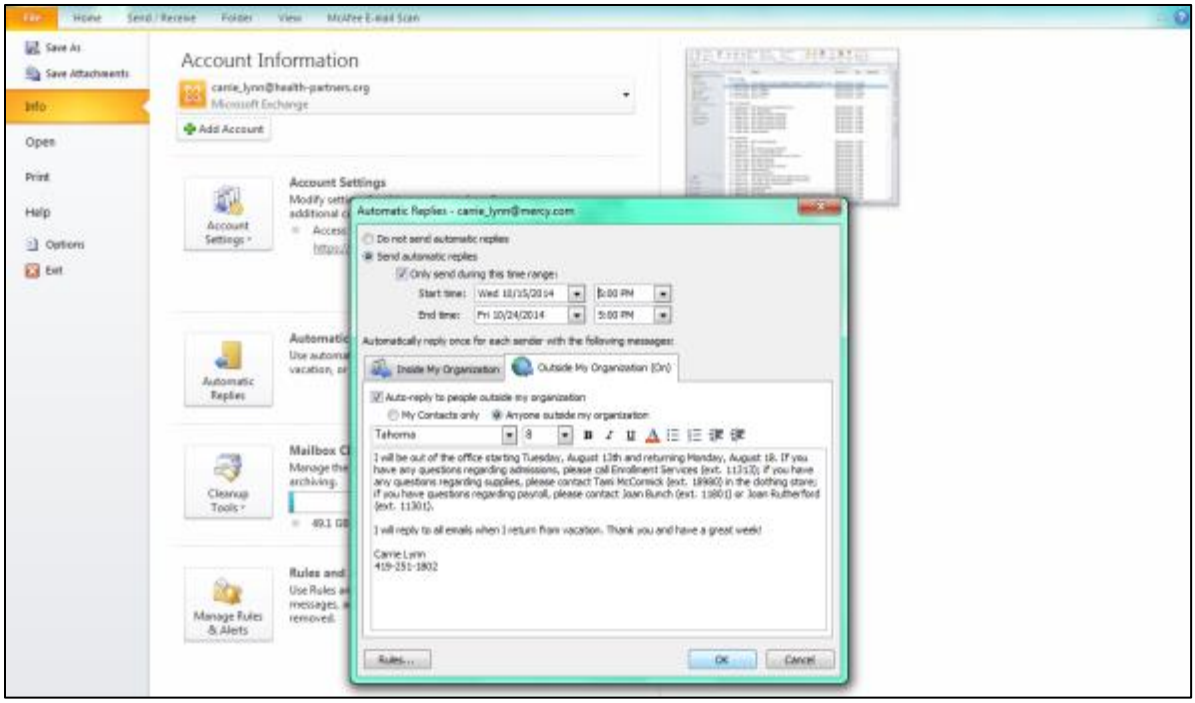


Setting an Out-Of-Office Email:

Click the File tab, and choose the “Automatic Replies” button.

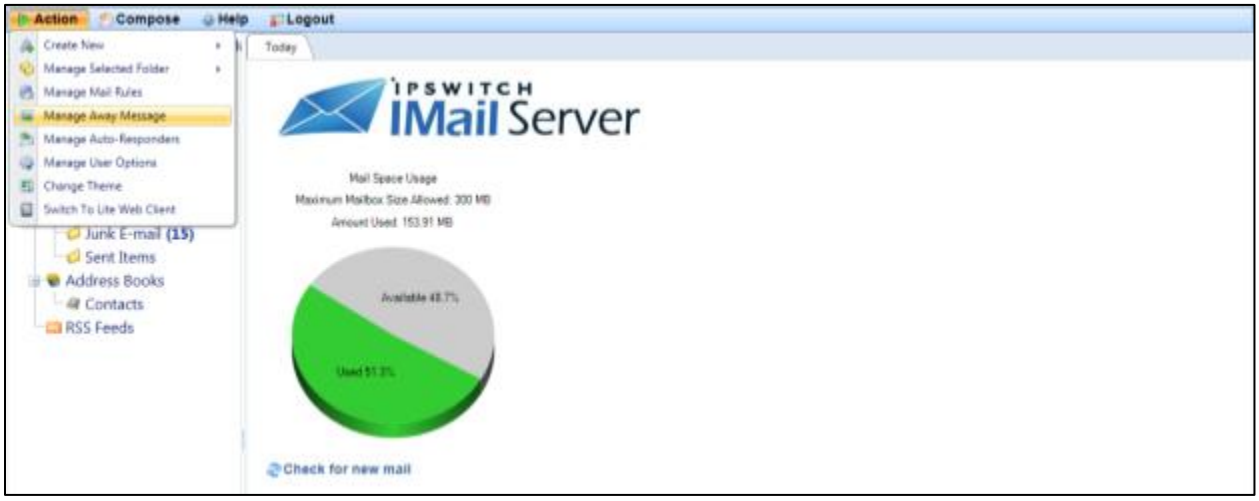


Click the “Send Automatic Replies”, Check the box “Only send during this time range” and choose the dates that you will be out of the office. Type your out of office message. Highlight whole message and copy it (CTRL + C), click the “Outside my Organization” tab and paste the text into the box (CTRL + V). Click OK.

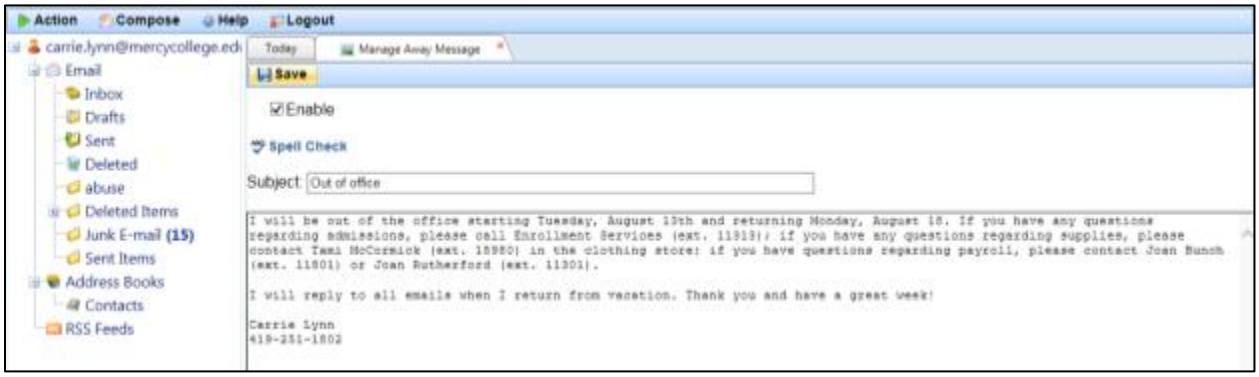


This out of office automatic reply only works for the mercy.com email. To set the out of office message for the mercycollege.edu email, you will need to log in via the web.
http://mail.mercycollege.edu/iclient

Click the Action button; choose the Manage Away Message option.

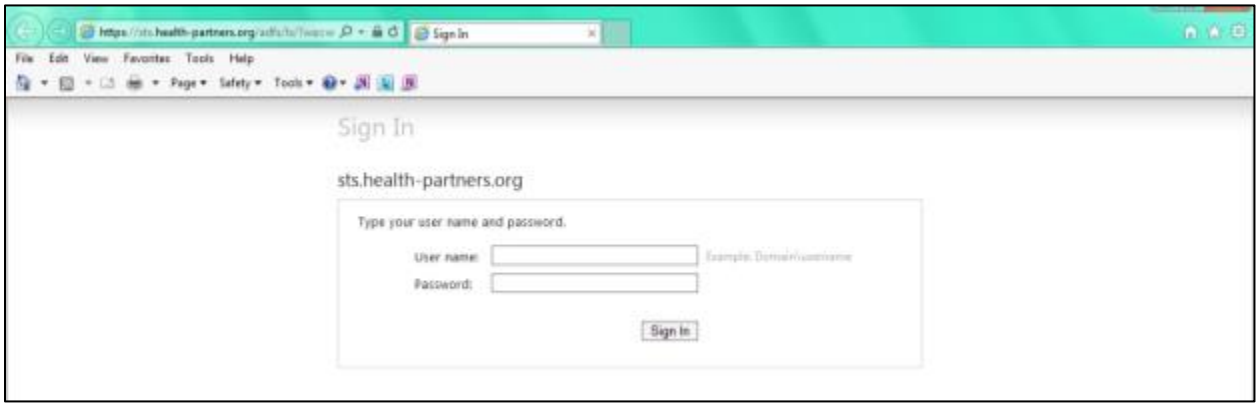


Click the Enable box and type your out of office message, then click save. When you come back to the office, follow the same steps (Uncheck the enable box and save).

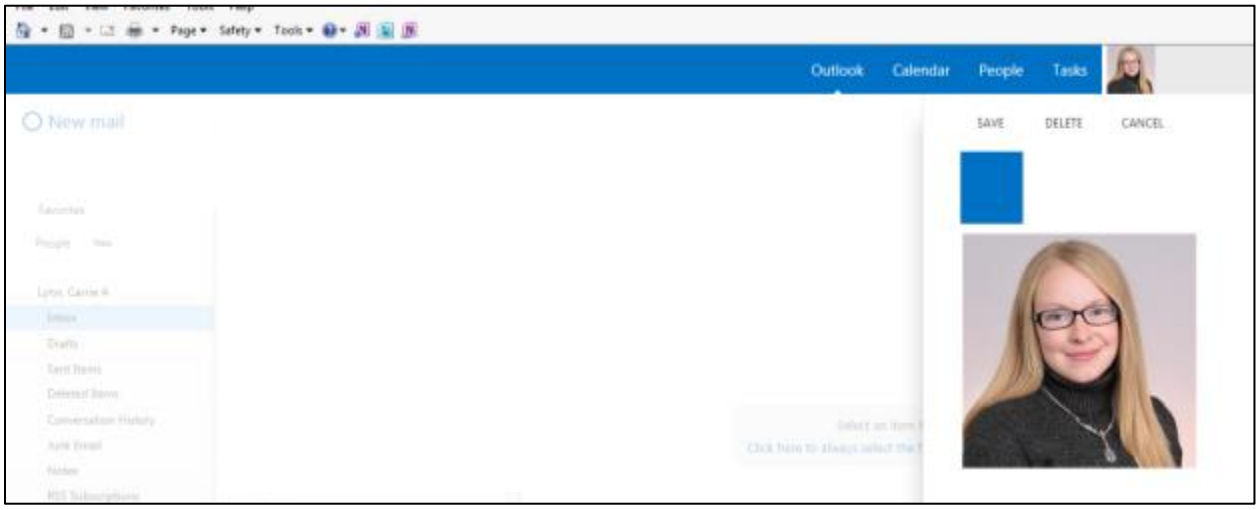


Adding a picture to your email (mercy.com email only):

You must do this via webmail https://outlook.com/health-partners.org. Log in with your credentials (name and password that you log onto the computer with).



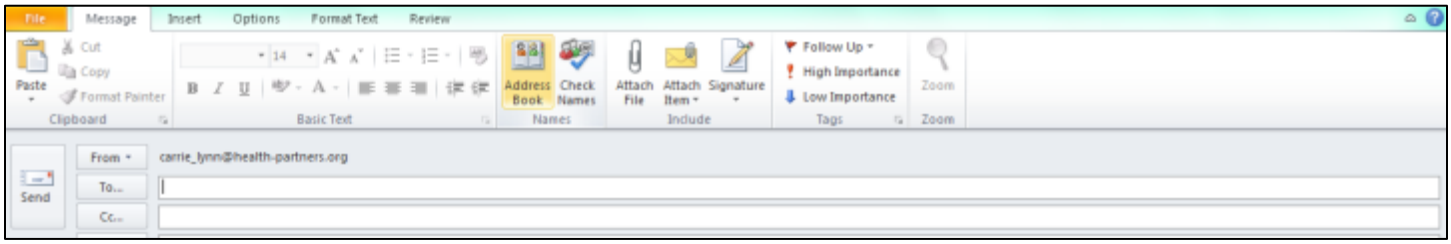
Click the icon at the right side of the screen, choose the "change" link located where the picture will be displayed. Click the choose photo button, locate a picture from your computer and click open. Your picture will display, then click the save link. **It is urged to use the photo from the directory on the college website.**



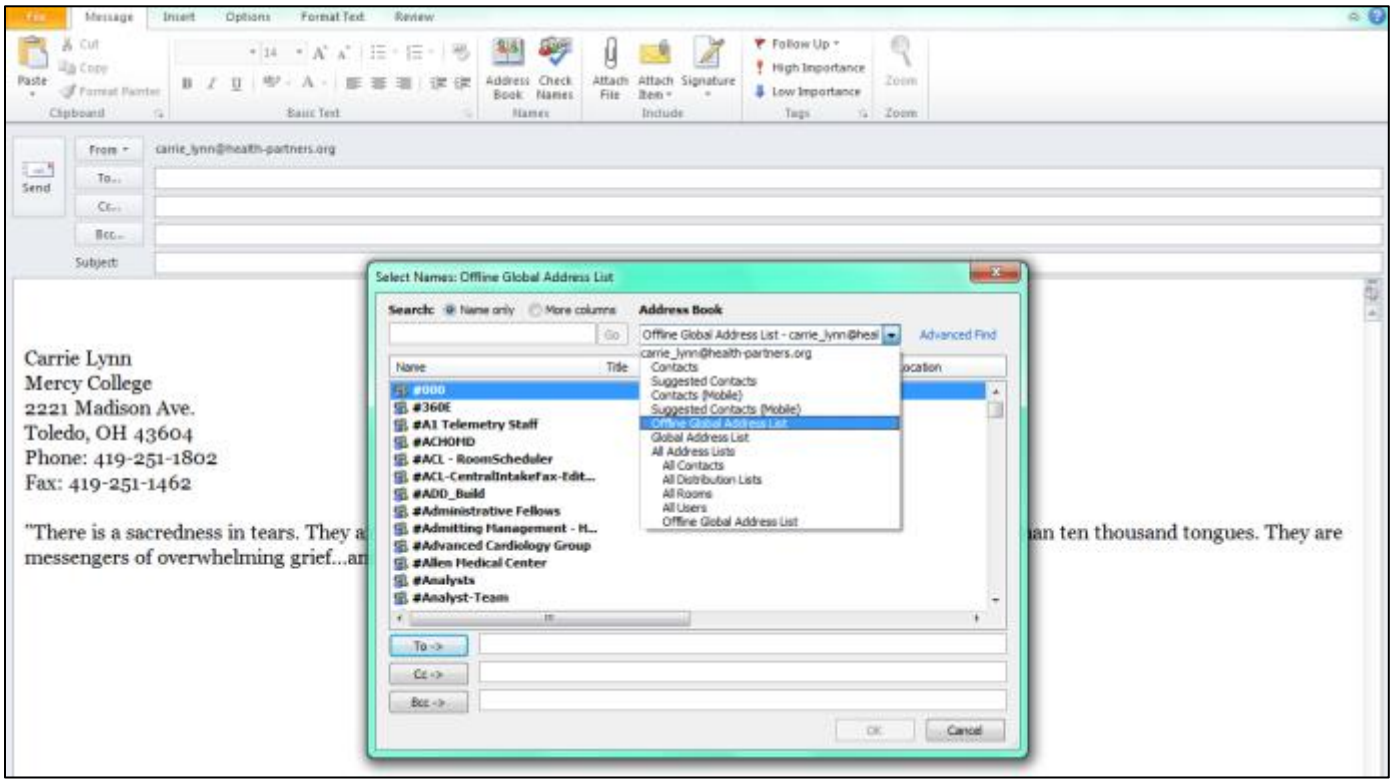
Your Outlook Contacts

Using the Outlook Address Books:

Create a new email and click the "Address Book" button.



Note: If sending an email from the mercy.com address, the default address book is the "Offline Global Address List"
If send an email from the mercycollege.edu address, you must click the drop down box and choose the "Offline Global Address List".

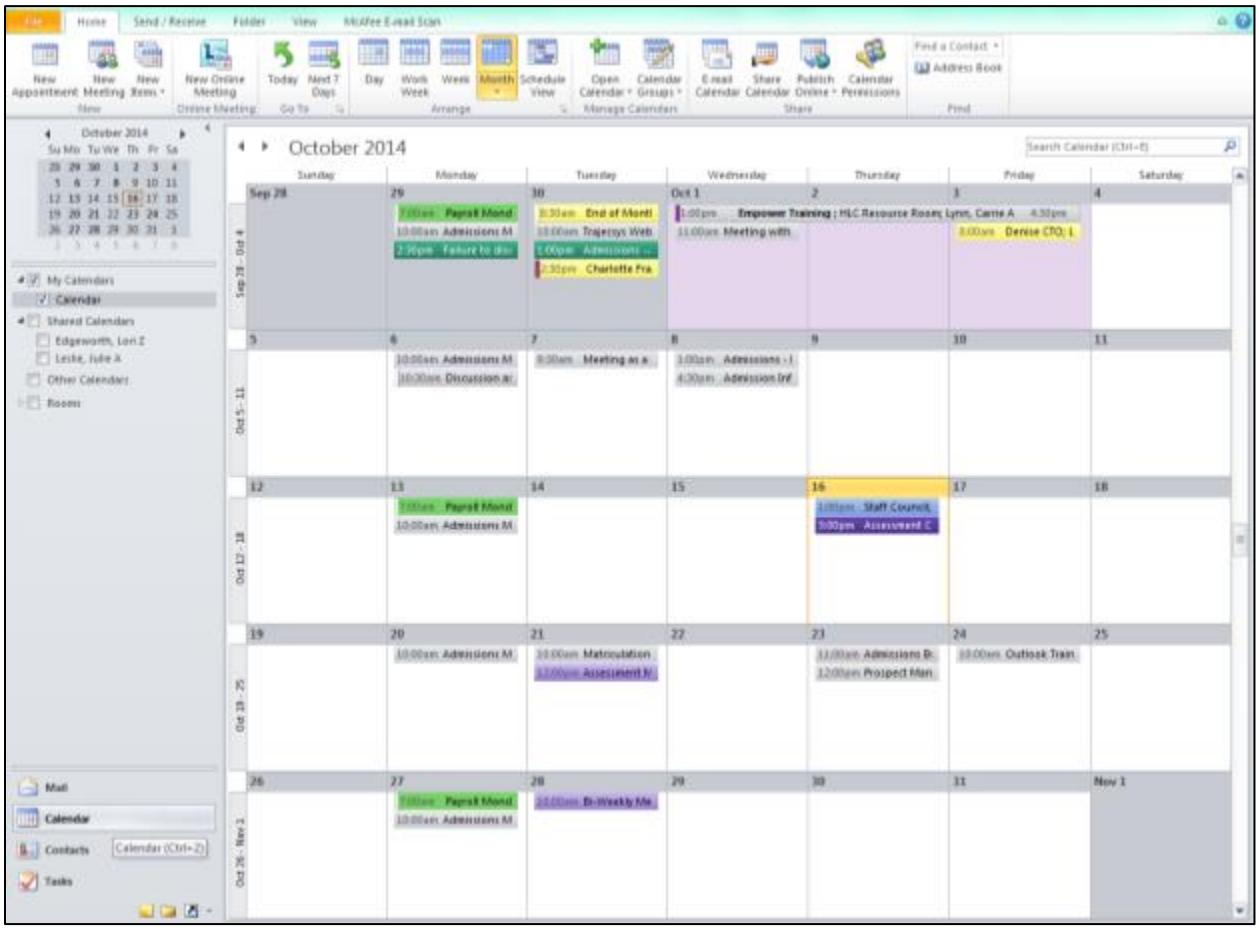


Calendar Basics

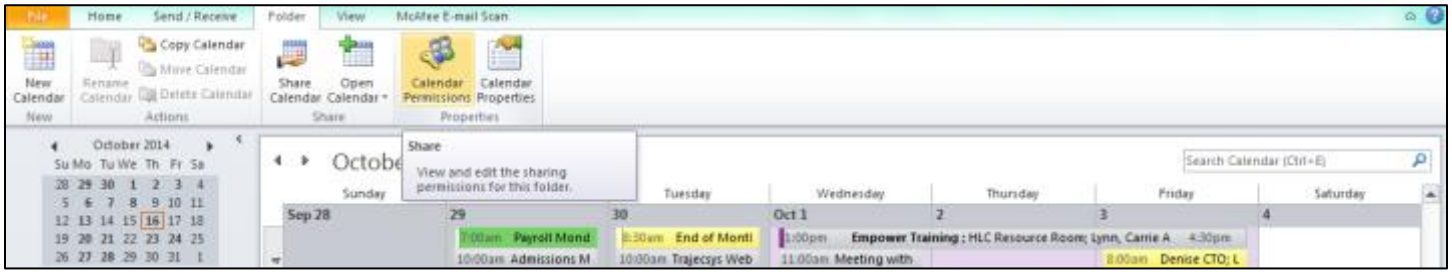
Granting Access to Your Outlook Calendar:

Granting Access to a calendar **(supervisors will use this often)**.

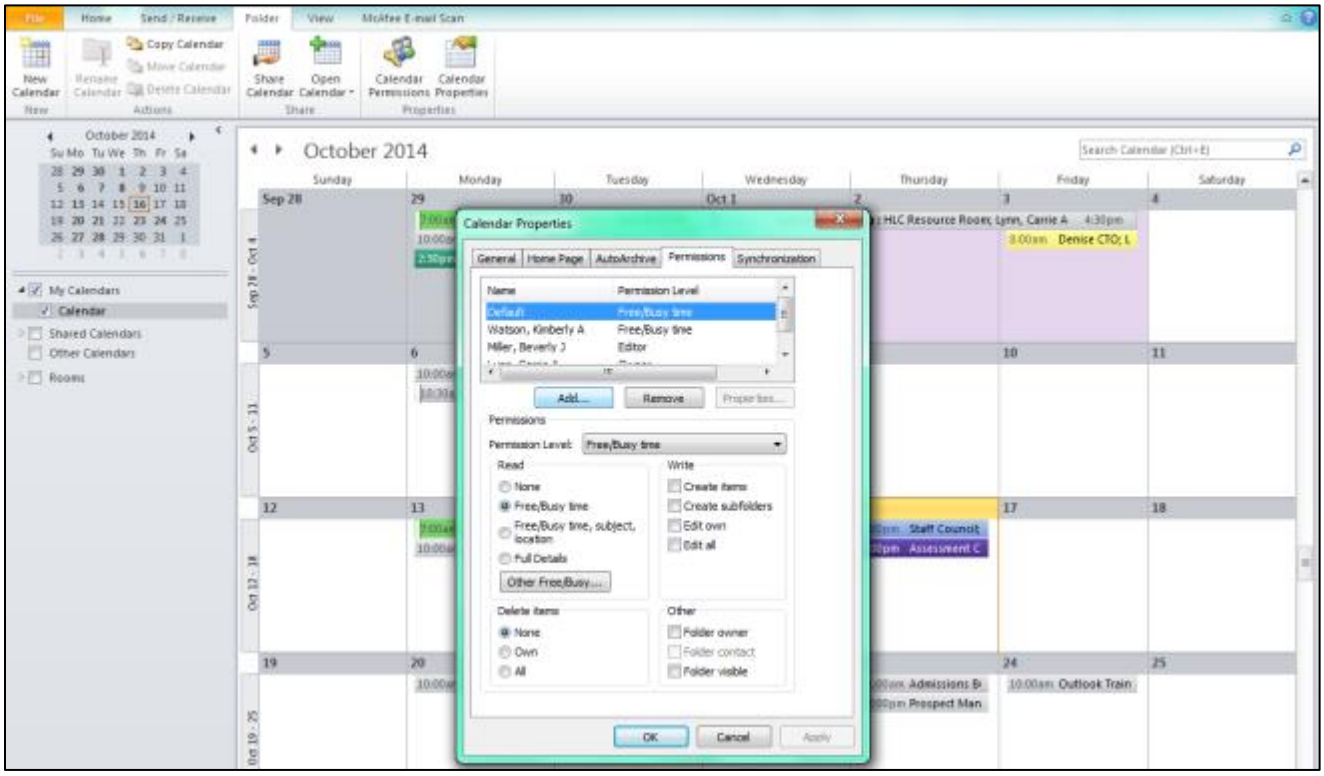
Click the Calendar tab (located at the bottom left side of the screen).

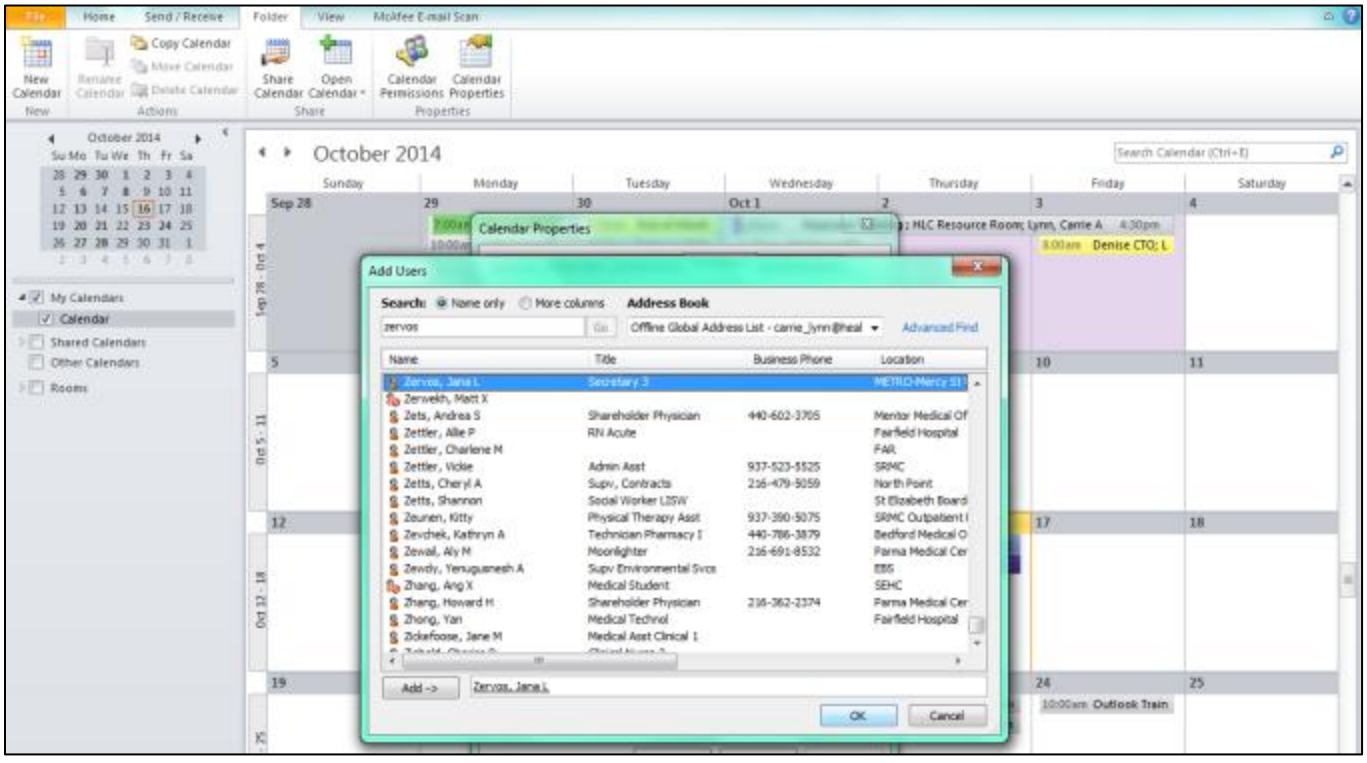


Click the folder tab, and choose the “Calendar Permissions” button.



In the Calendar Properties box, click the add button. Find the person that you want to give access to and double click their name, then click OK.



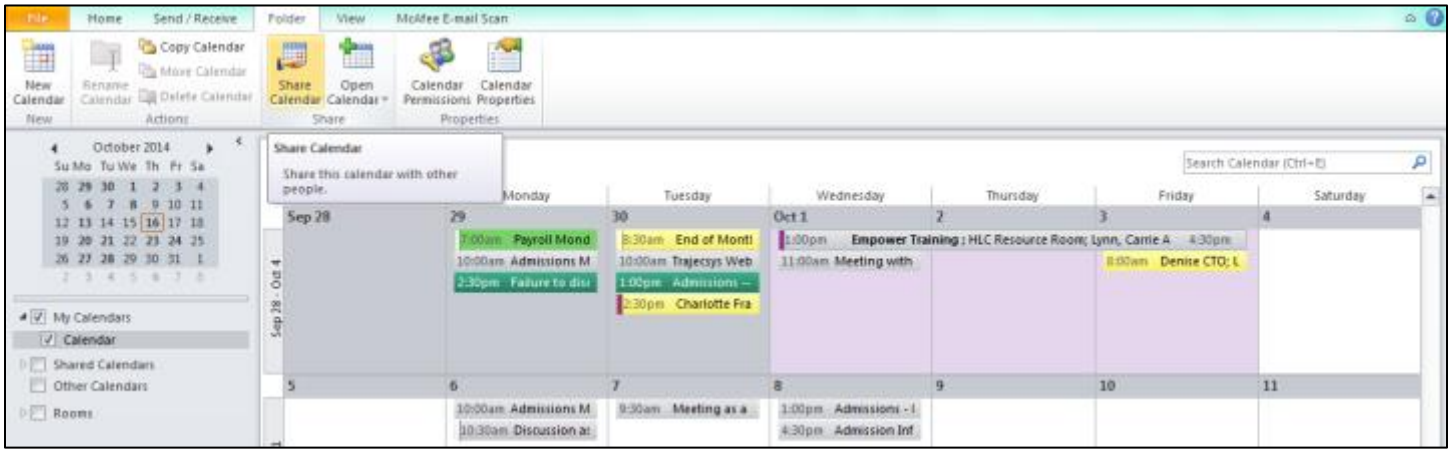


Highlight that person's name and choose their permission level, their access to reading, writing, and deleting items on your calendar.

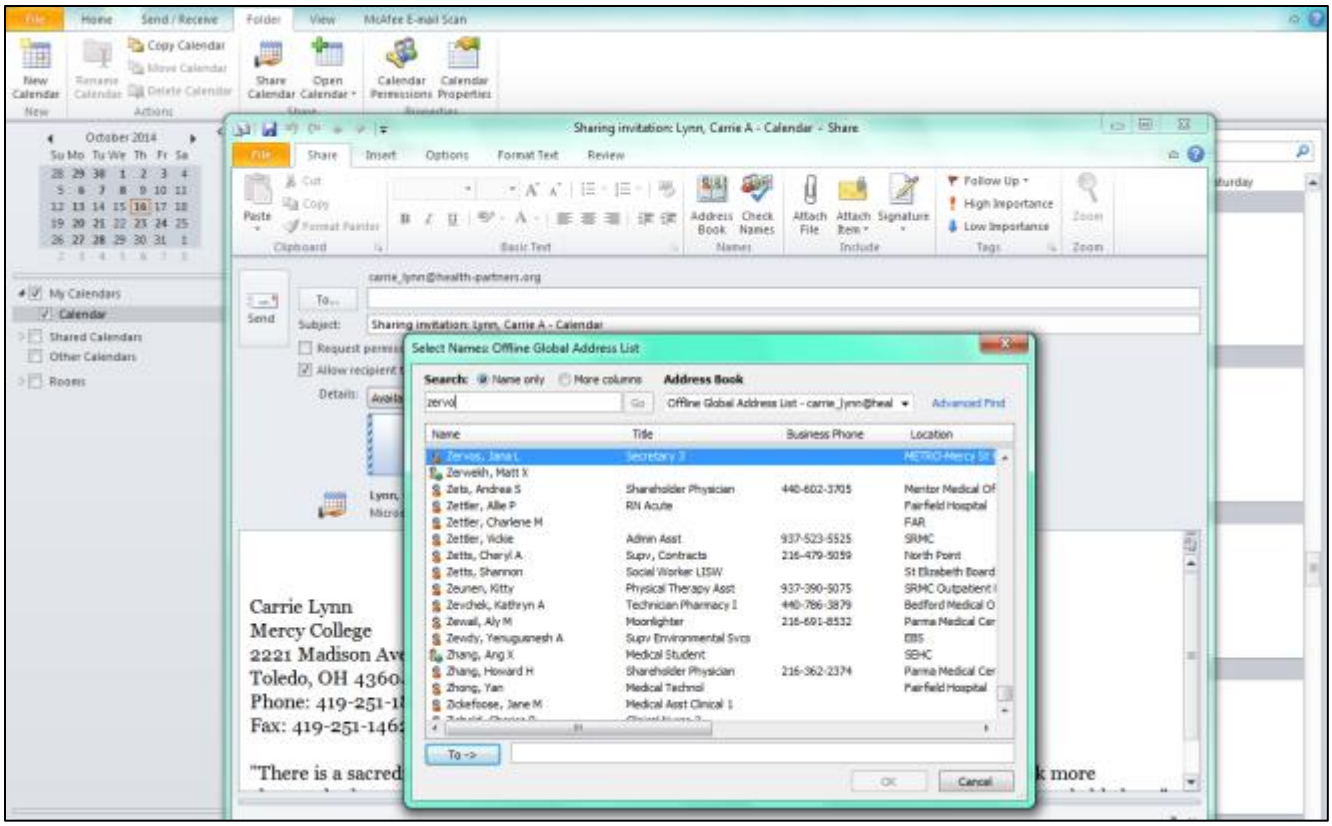
Sharing a Calendar without Granting Access to the Calendar:

This option lets someone see what your schedule/calendar looks like, they do not have access to add or delete any items.

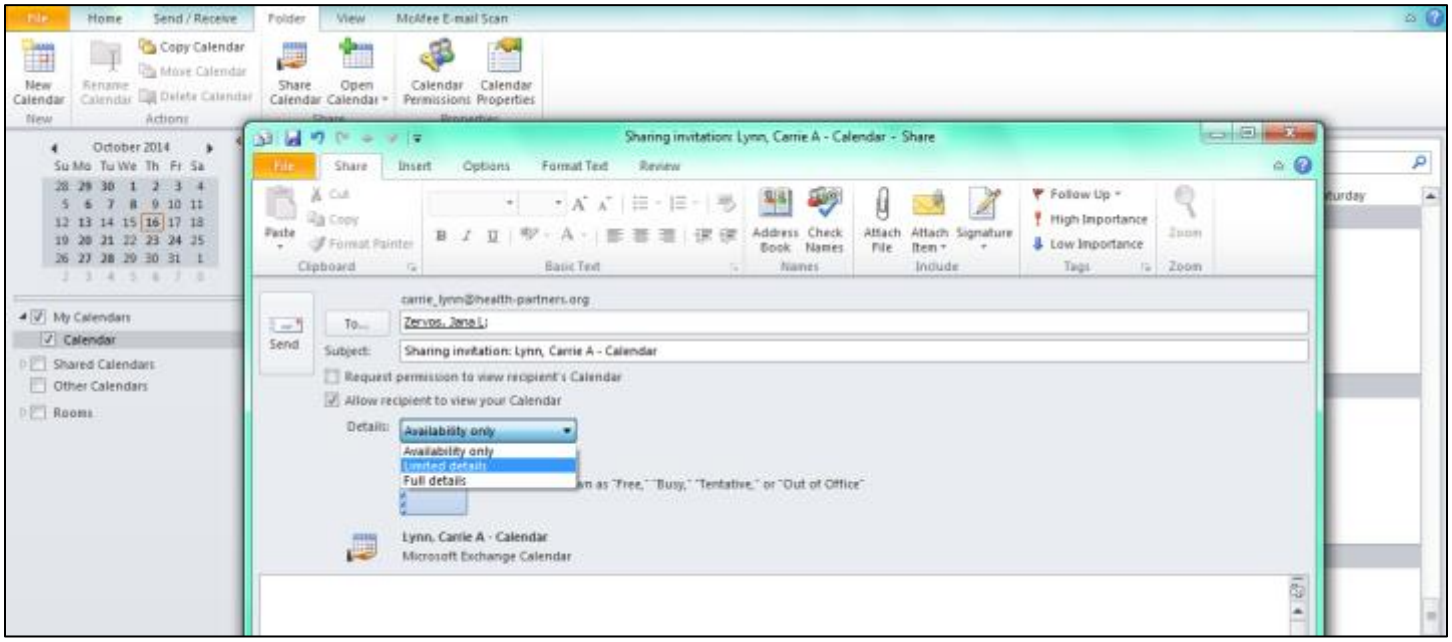
Click the Folder tab and choose the “Share Calendar” button.



Click the “To” button and locate the person’s name that you are going to share the calendar with. Double click their name and click OK.



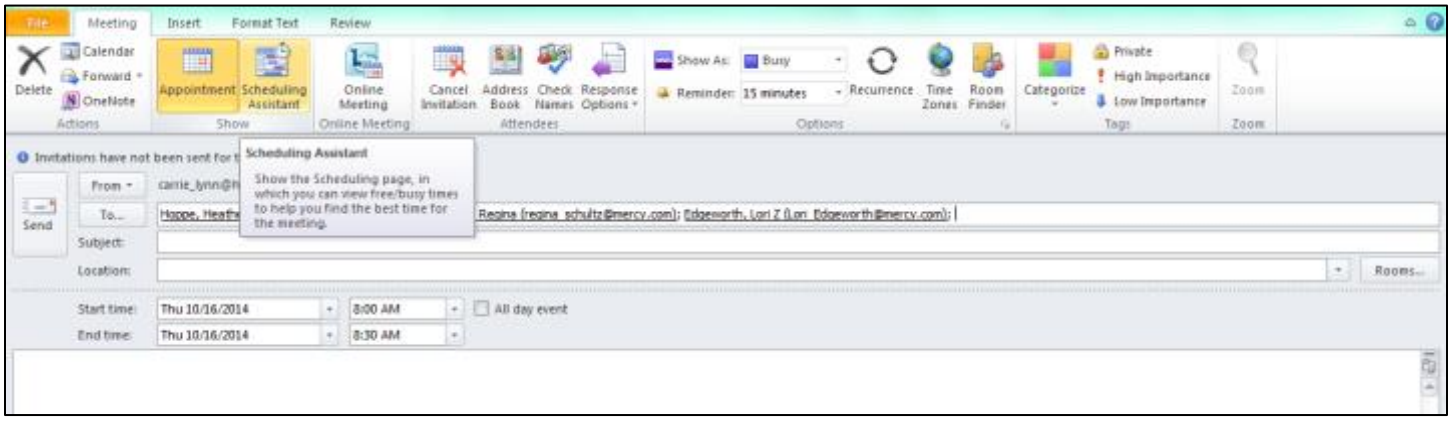
Click the drop down box in the “Details” field; this lets you set the person’s access to your calendar. There are three options: They can see your availability only, limited details – items on your calendar will not have details, it will just say “Busy”, or full details – this shows meetings, vacations, etc.



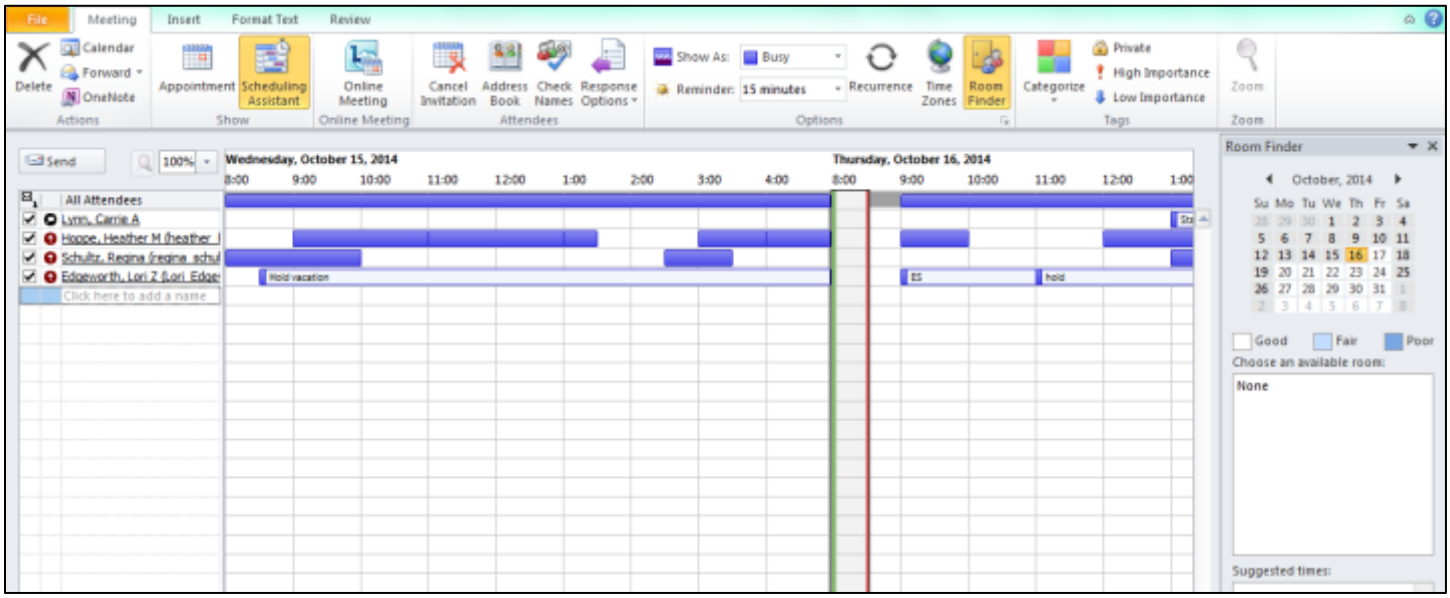
Using the Scheduling Assistant:

Click the “New Meeting” button.

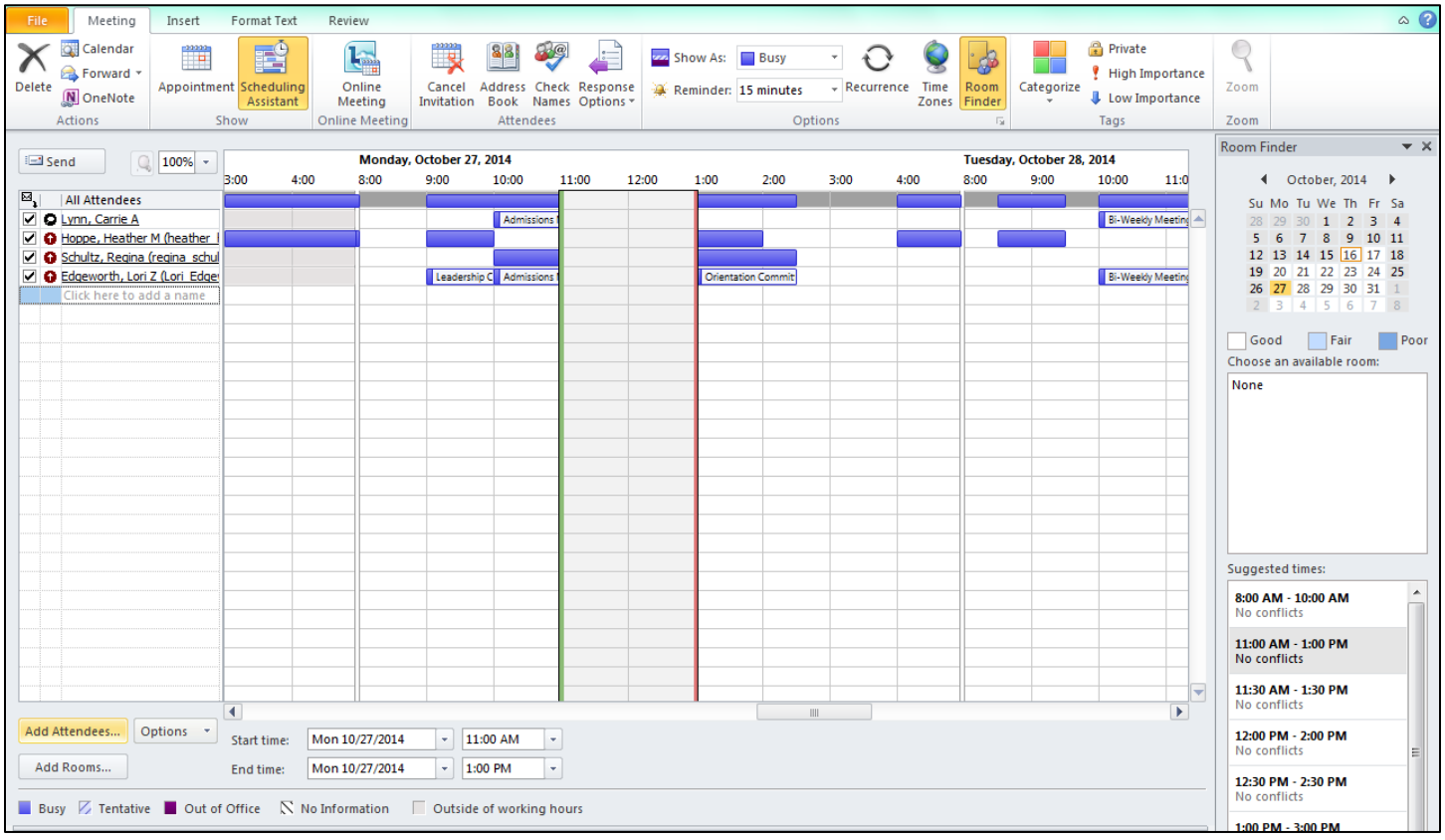
Enter the names of the people participating in the meeting, and click the “Scheduling Assistant” button.



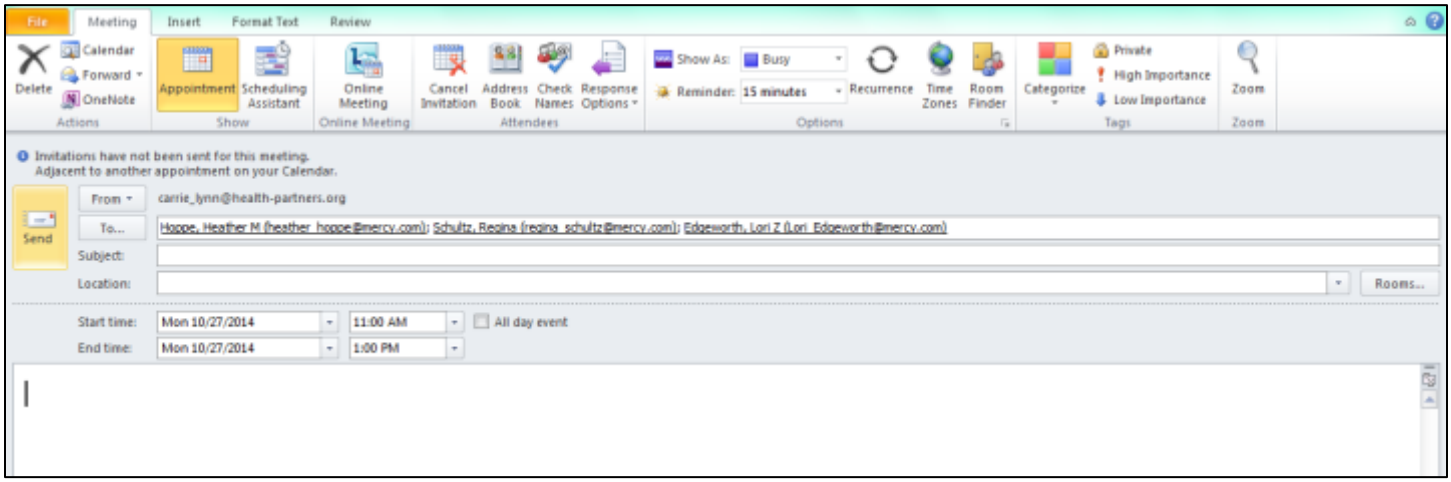
The Scheduling Assistant Screen is listed below. The blue boxes/bars are busy times for the meeting attendees. Find a "clear" spot and click that area, a column will appear. The green (left side of the column is the start time), drag the red part of the column to end time of the meeting.



Once you have chosen the date and time of the meeting, click the "Appointment" button to get back to the previous screen (located next to the Scheduling Assistant button in the top toolbar).



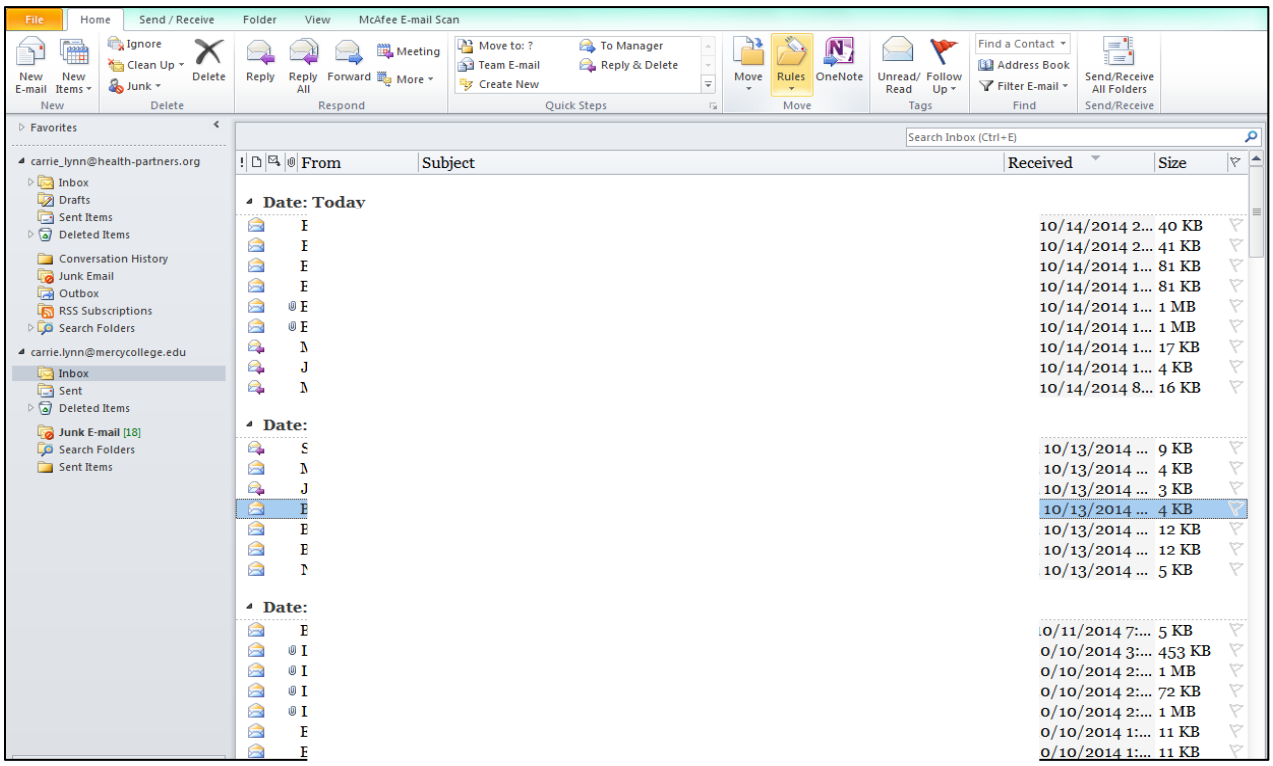
Type any details or important information about the meeting (*i.e. Lunch meeting – bring your lunch)* in the white space under the time and date. Once you are finished click the send button. This will send meeting requests to all attendees, they will respond with accept or decline and you will receive an email from that attendee.



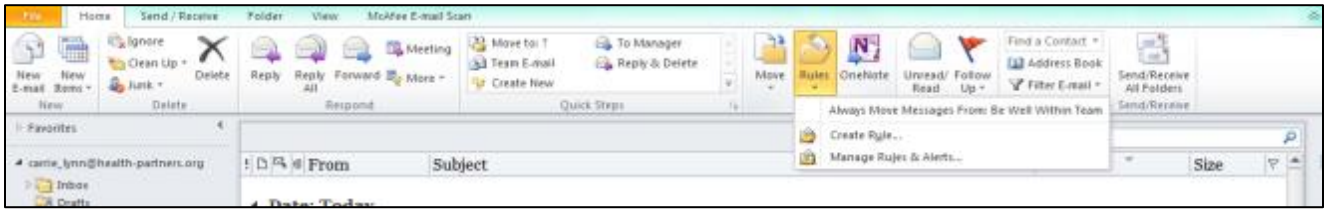
Outlook Tips & Tricks

Creating “Rules” in your Email:

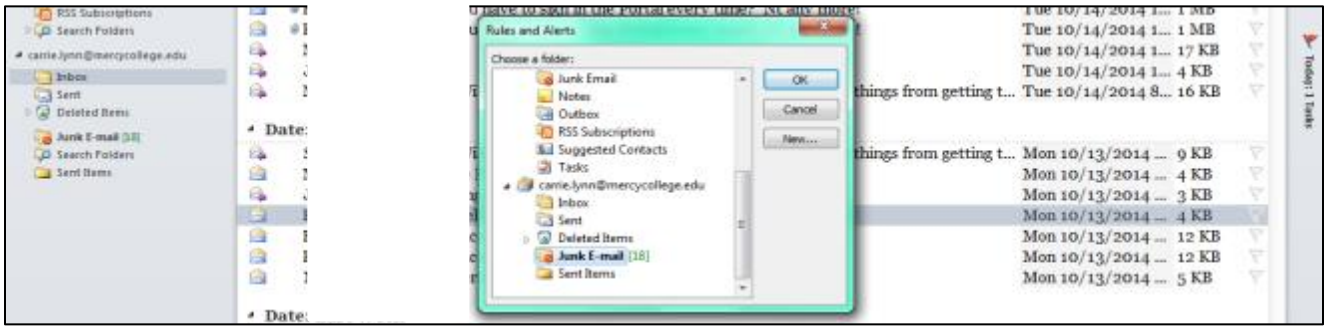
How to automatically send unwanted email to your junk folder



Highlight the unwanted email; choose the “Rules” button in the toolbar.



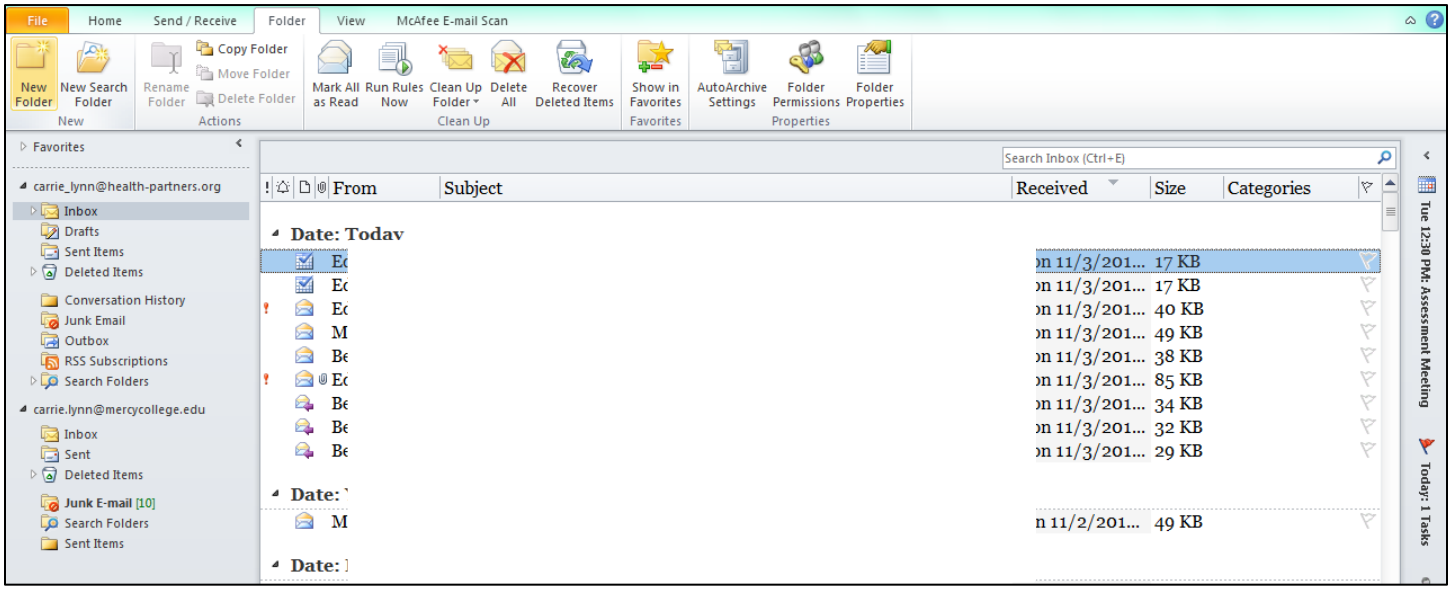
Choose the option “Always Move Messages From ……”.



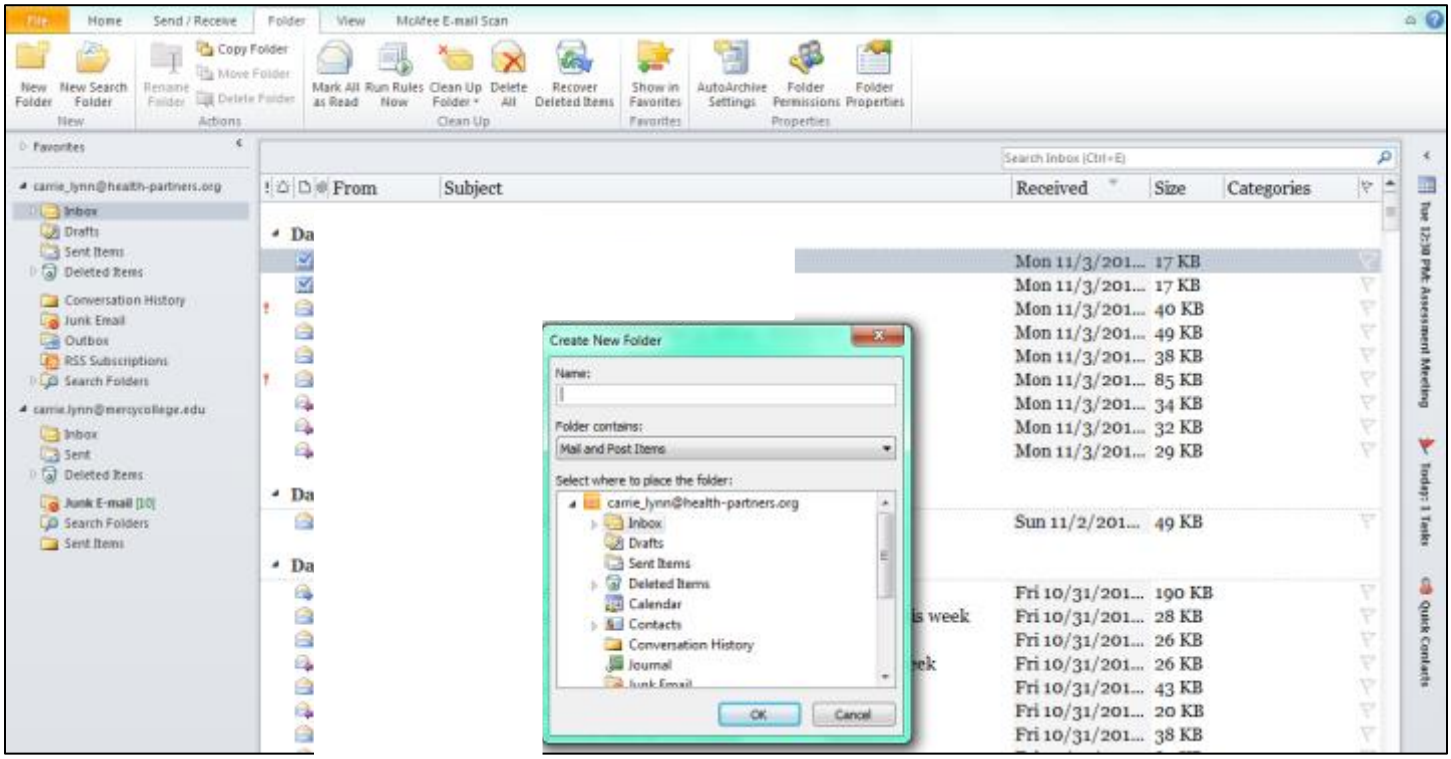
Choose the “Junk E-mail” option and click the OK button.

Creating Folders in Outlook:

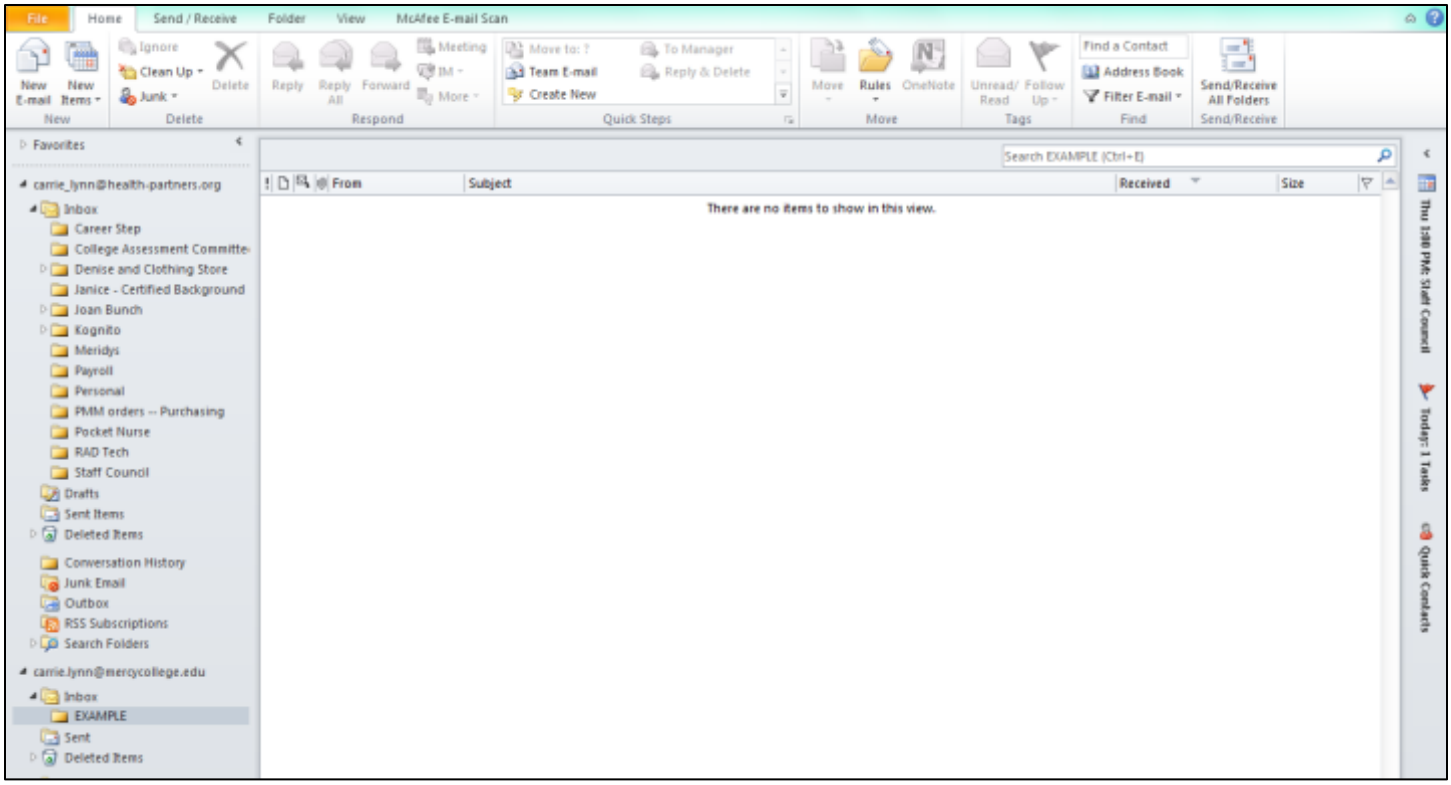
Click the Folder tab in the toolbar and click the "New Folder" button.



Name the folder and click OK.



Your new folder will appear to the left of the screen. DO NOT CREATE FOLDERS IN THE MERCYCOLLEGE.EDU INBOX. There is not enough space, move all folders up to the mercy.com inbox (Shown below).

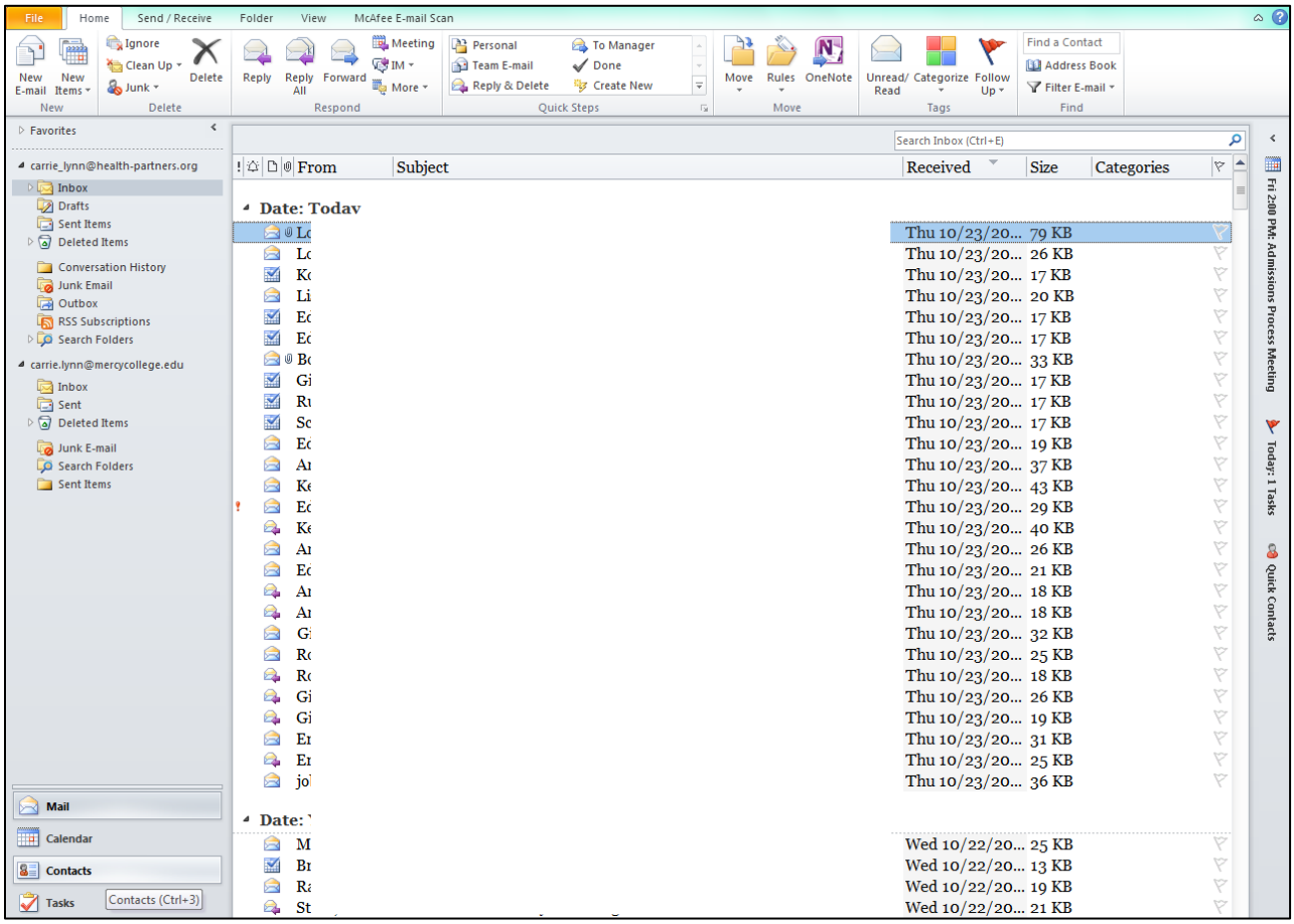


Moving a folder to the mercy.com inbox

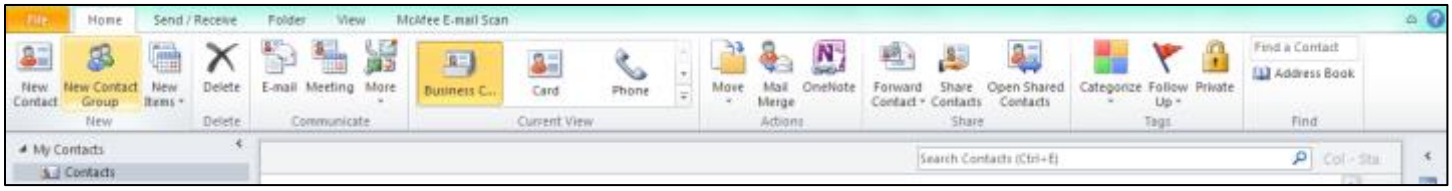
Click the folder once to highlight it, drag and drop the folder to the new location.

Creating a Group in Outlook:

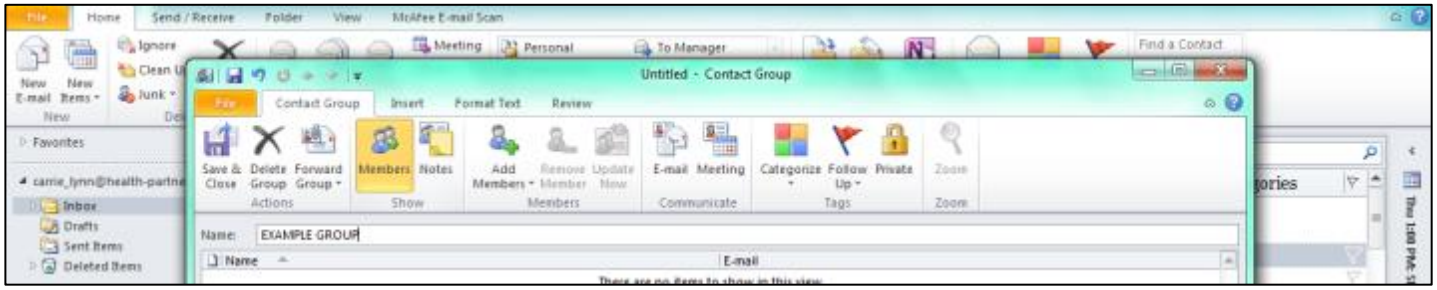
Click the “Contacts” button (located at the bottom left side of the screen under the calendar button), Click the “More Items” button in the drop down box, and click the “Contact Group” option.



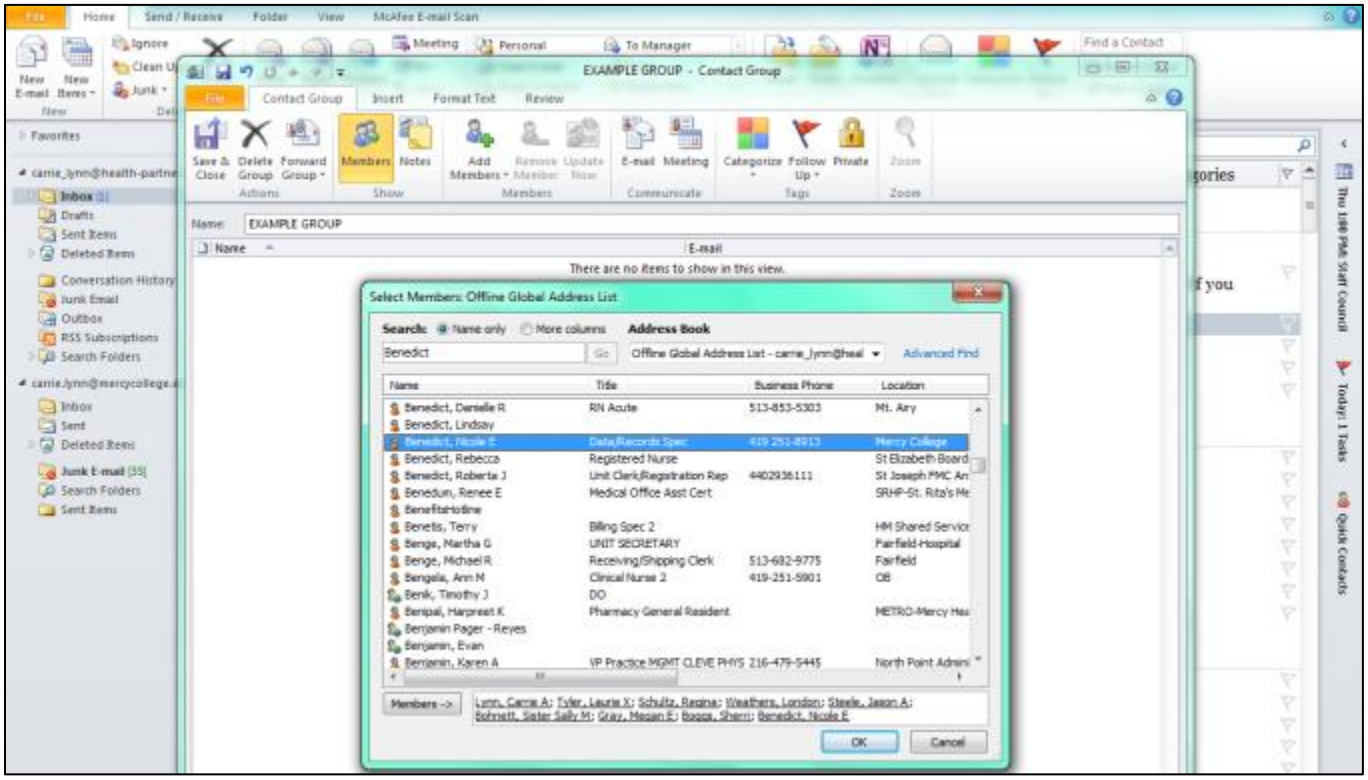
Click the “New Contact Group” button.



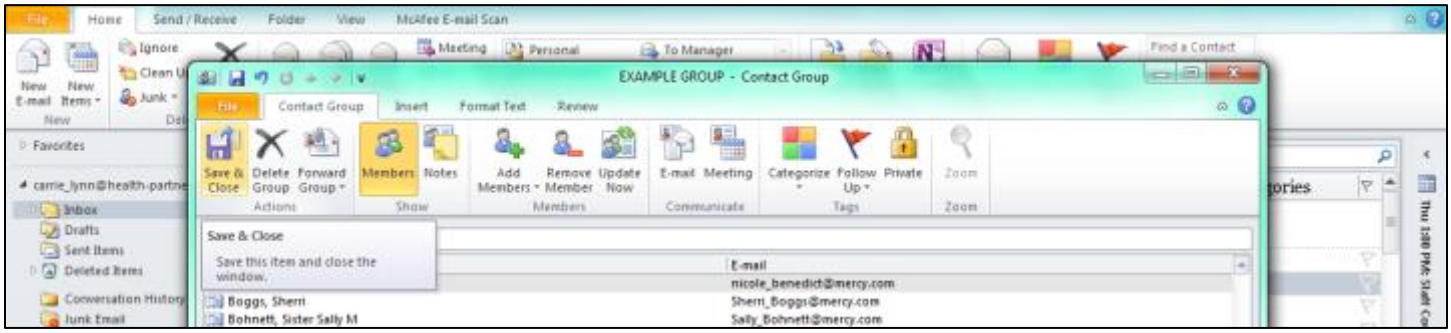
Name the Contact Group.



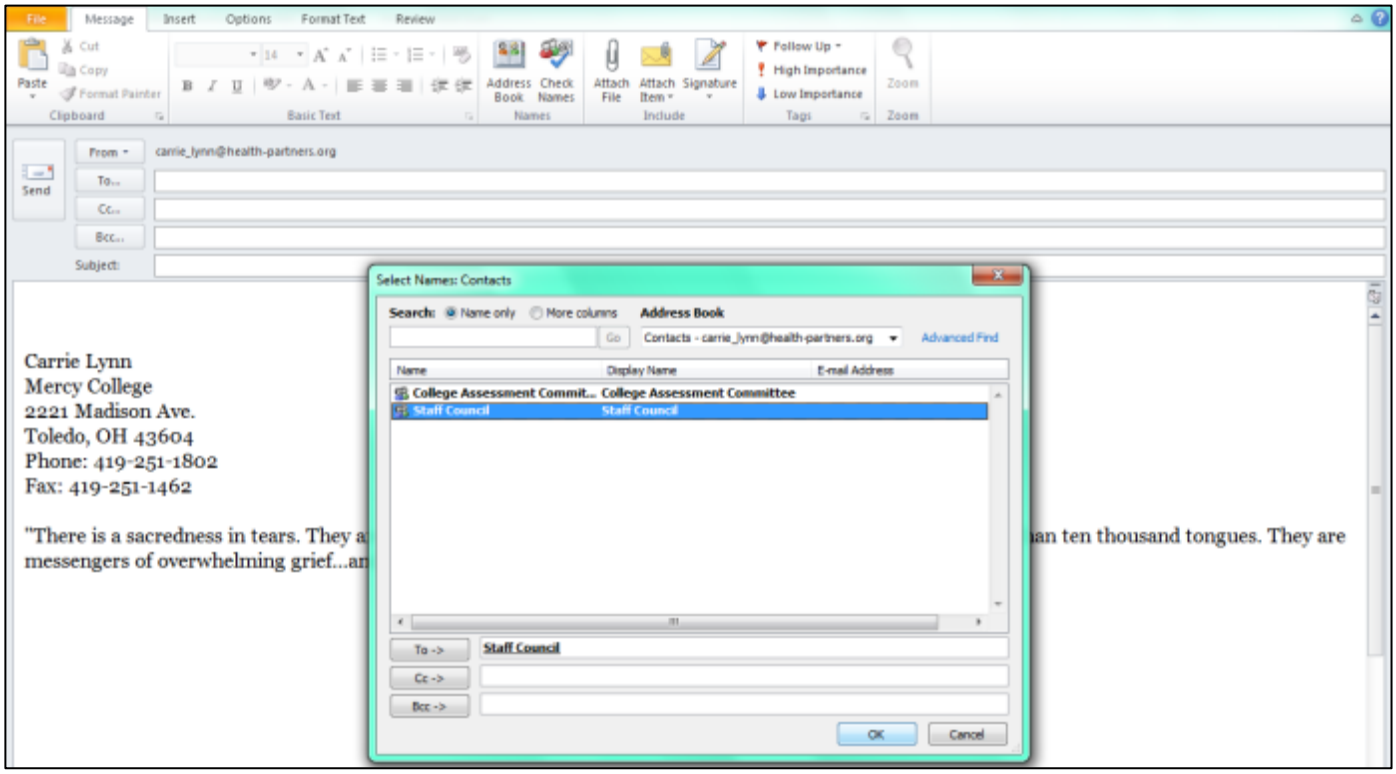
Click the “Add Members” button. Find the member’s in the address book, double click their name. To add the next person, go back up to the search field and type the next name. When finished, click OK.



Click the Save & Close button.



Create a new email, type the name of the group and it should automatically appear in the "To" area. ***If you would like this to be sent out as a BCC email just copy and paste it (or type the group name) into the BCC.***

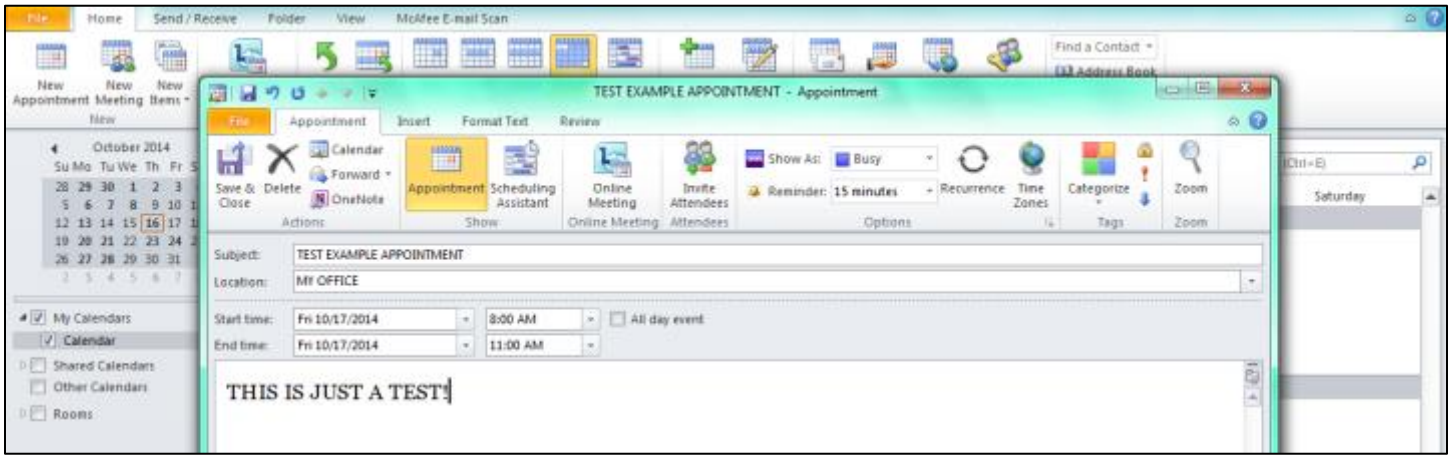


Categorizing the Calendar Items and Setting Reminders:

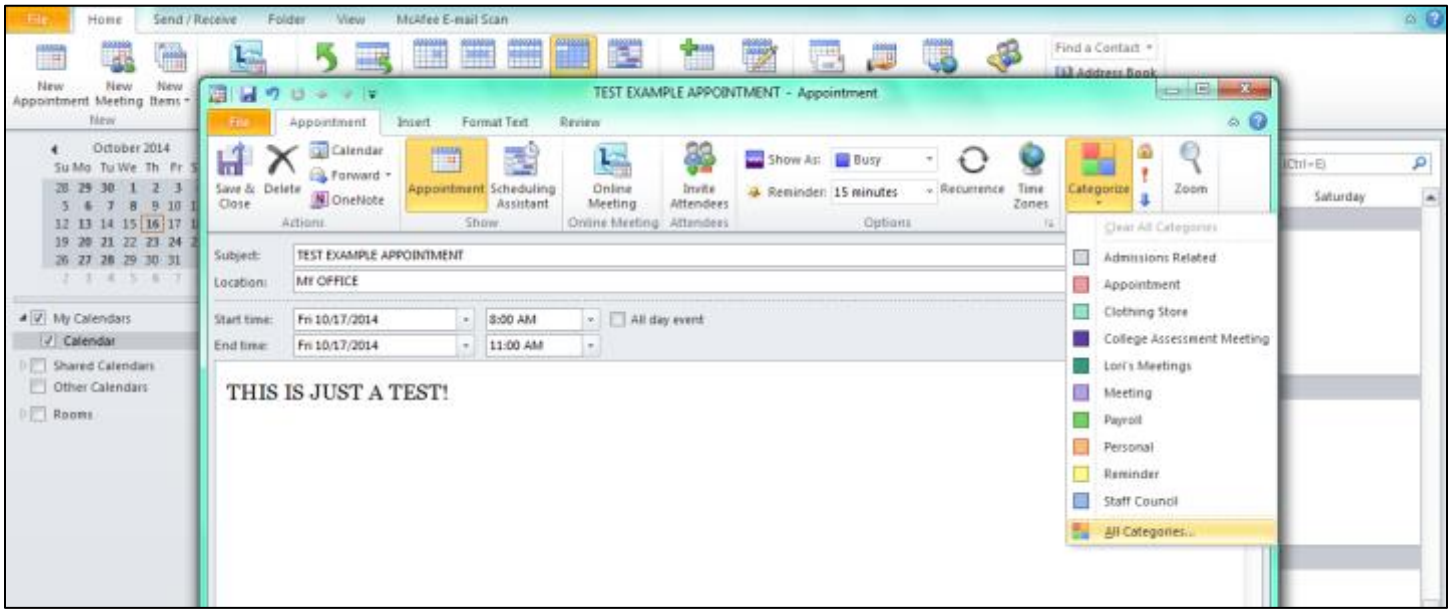
Adding, categorizing, setting reminders, and "show as" options.

Click the day that you would like to add a calendar item, click the "New Items" button and choose an option from the drop down list (for this example we are choosing the appointment option).

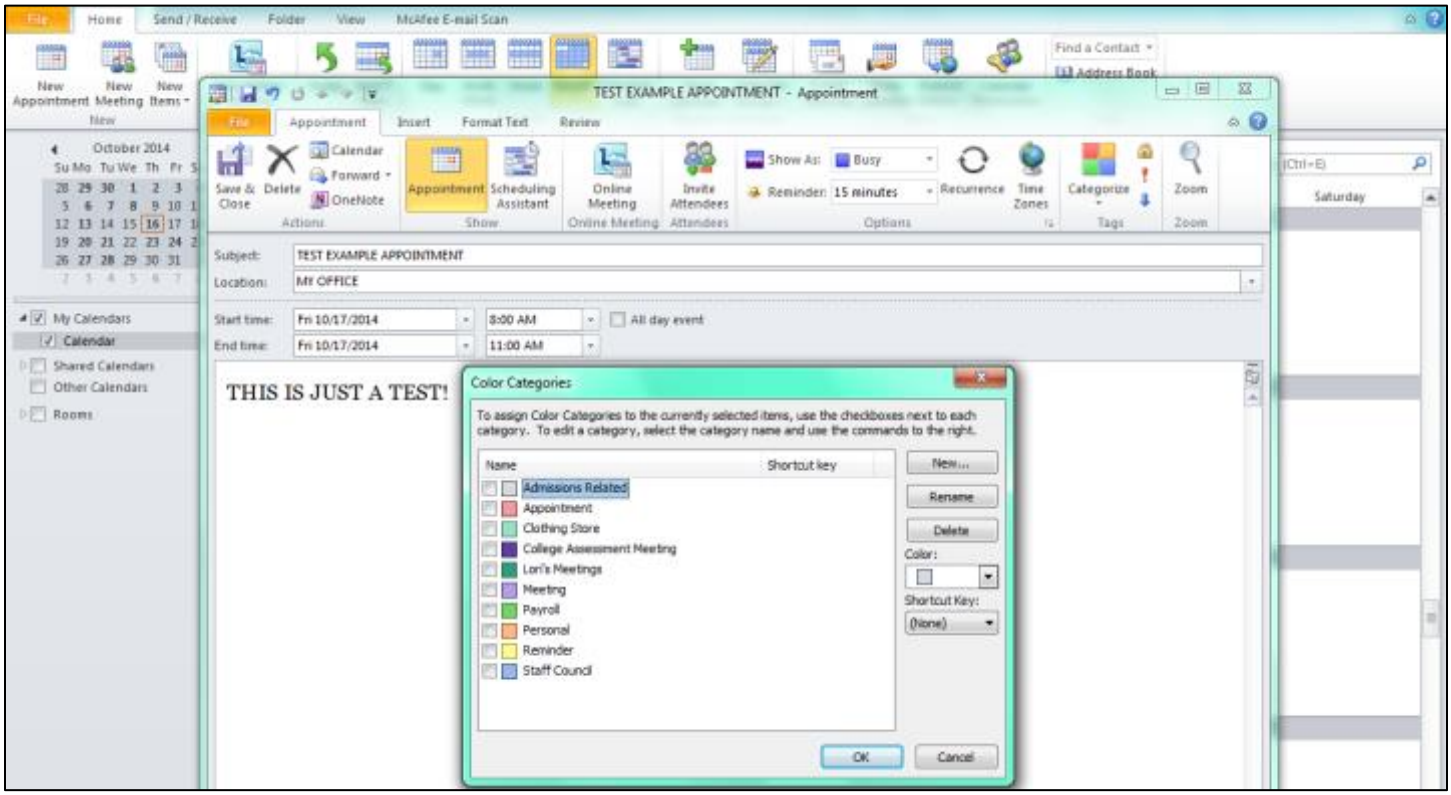
Type the name of the appointment in the subject (*i.e. Doctor Appointment)* and choose a location. Enter the date and time, type any important reminder information in the white space under the date and time section.



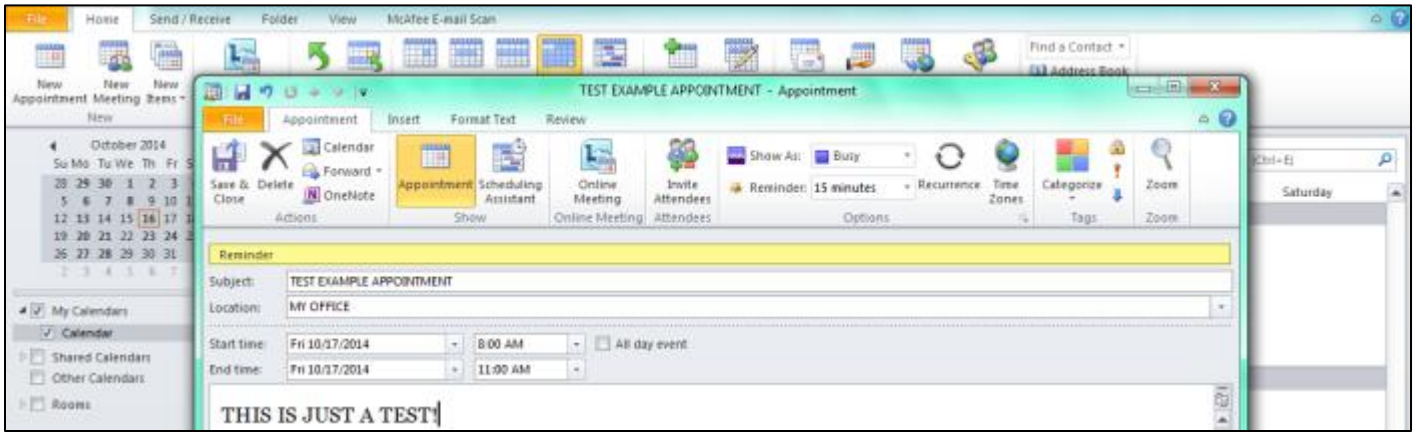
Click the categorize button and choose the category. If you would like to create a new category, click the all categories option in the drop down list.



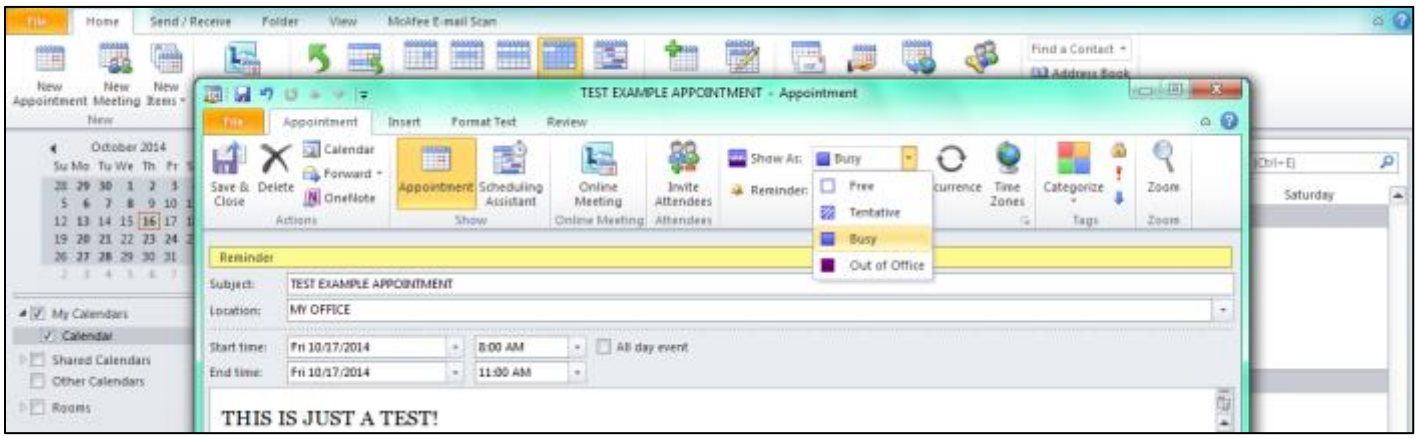
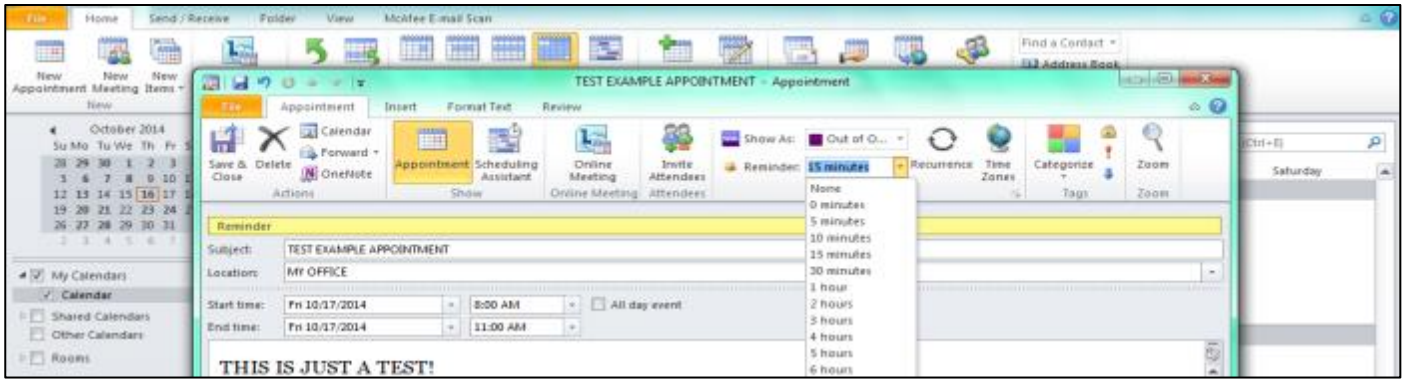
In the "Color Categories" dialog box you can highlight one of the fields and rename it, change the color, or delete it. This will help color code your calendar for meetings, doctor appointments, and vacations.



Once you choose the category, the color will appear in the section above the subject/name of the event/appointment.



Click the drop box in the "Show As" section, choose whether you will be Free, Tentative, Busy, or Out of the Office.



The default reminder setting is 15 minutes – this is an alarm that will go off to remind you of your appointment/meeting/event. Click the drop down list next to the reminder; you can change the reminder time from 15 minutes to 2 weeks out. This is also where you can change the sound of the reminder.